# Student Progress Procedures

**Table of Contents**

## 1.   Governing Policy

Student Progress Policy

## 2.   Purpose

To specify the processes and responsibilities for identifying students experiencing difficulty progressing and reviewing their progress, as specified in the Student Progress Policy.

## 3.   Difficulty Progressing – Early Identification

| | |
|---|---|
| **Dean (Education) or delegate (who may only be the Teaching Program Director or Course Coordinator)** | a. Ensure any professional accreditation or registration requirements and/or inherent requirements of a course are communicated to students, College Progress Committees and College Student Administration Services at the commencement of the course. <br><br> b. Where a student is identified as experiencing difficulty progressing because they are unable to meet the professional accreditation or registration requirements and/or inherent requirements of the course, conduct an initial evaluation to determine whether the student's progress should be formally reviewed in accordance with Procedure 4.2. |
| **Student Administration Services (SAS)** | c. Uniwide SAS: determine the timelines for student progress processes and notify Colleges prior to the end of each semester. <br><br> Uniwide SAS: notify College SAS of the students within their College who meet the criteria for experiencing difficulty progressing, as set out in the Student Progress Policy. College SAS will then establish those students who are unable to meet the professional registration or accreditation requirements and/or inherent requirements of a course, and refer those students to the Dean (Education) or delegate for an initial evaluation. <br><br> d. Uniwide SAS: confirm with Student Experience and College SAS the students identified as experiencing difficulty progressing after receiving input from the College as per c. above. |

CRICOS No. 00114A

**flinders.edu.au**

| | |
|---|---|
| | e. College SAS: track and record all early identification communications, including student responses, and take appropriate action (e.g. refer to support services, consult with Course Coordinator, escalate to College Dean (Education)). |
| | f. College SAS: each semester, share the outcomes of all early identification processes with Uniwide SAS, and Flinders International in the case of international students (if that information is not otherwise available via the Customer Relationship Management (CRM) system in real time). |
| **Student Experience** | g. Contact the students confirmed by Uniwide SAS as experiencing difficulty progressing (with the exception of those escalated to a formal review of progress, who will be contacted by the College) to: |
| |    i. notify them that they have been identified as experiencing difficulty progressing using the templates and methodologies approved by the authorised delegate |
| |    ii. make them aware of the support services and/or academic skill development opportunities that are available, and |
| |    iii. provide them with the resources to develop a plan to address the factors that may be impacting their progress. |
| | h. Track and record all early identification communications, including student responses, and take appropriate action (e.g. refer to support services, refer to College SAS, consult with Course Coordinator, escalate to College Dean (Education)). |
| | i. Each semester, share the outcomes of all early identification processes with Uniwide SAS, and Flinders International in the case of international students (if that information is not otherwise available via the CRM system in real time). |
| **Students** | j. Respond to early identification communications as guided in the communication to: |
| |    i. contact the Course Coordinator to discuss appropriate support services and/or academic skill development opportunities |
| |    ii. utilise the resources provided to develop a plan to address the factors that may be impacting on progress. |

## 4.  Ongoing/Escalating Difficulty Progressing

### 4.1.  Initial evaluation

| | |
|---|---|
| **Student Administration Services (SAS)** | a. Uniwide SAS: notify College SAS of the students within their College who meet the criteria for experiencing ongoing/escalating difficulty progressing, as set out in the Student Progress Policy. |
| | b. College SAS will then: |
| |    i. establish those students who are unable to meet the professional registration or accreditation requirements and/or inherent requirements of the course, and |
| |    ii. identify any students who have previously been deemed 'at risk' or required to 'show cause' under legacy Student Progress policies |
| |    —and refer all students identified as experiencing ongoing/escalating difficulty progressing, 'at risk' or required to 'show cause', along with any |

| | relevant information or recommendations, to the Dean (Education) or delegate for an initial evaluation. |
|---|---|
| **Dean (Education) or delegate (who may only be the Teaching Program Director or Course Coordinator)** | c. Evaluate the students who meet the criteria for experiencing ongoing/escalating difficulty progressing and/or are unable to meet the professional registration or accreditation requirements and/or inherent requirements of the course to determine: <br><br> i. the students who are to be subject to a formal review of their progress <br><br> ii. the students who do not require a formal review of their progress e.g. because adequate plans or measures are in place or will be put in place to improve their progress towards completion. <br><br> The Dean (Education) or delegate may contact a student to gather, or seek to clarify, relevant information in order to make this determination. <br><br> d. Advise College SAS of the students who are to be subject to a formal review of their progress so that they can be notified. |

## 4.2. Formal review of progress

| | |
|---|---|
| **Student Administration Services (SAS)** | a. College SAS: identify the students who have not already been contacted at the early identification stage and make contact in accordance with Procedure 3 above before commencing the formal review of progress. <br><br> b. College SAS: notify the students who are to be subject to a formal review of progress in writing that their ability to progress in their course will be formally reviewed by the relevant College Progress Committee. This written notice will include: <br><br> i. the reasons for initiating a formal review <br><br> ii. the process and deadline for submitting a written response <br><br> iii. guidance on what information may be included in the response <br><br> iv. the support services available, and <br><br> v. the possible outcomes and the consequences of not responding. <br><br> c. College SAS: record all communications, including the student's response and any information or plans to improve progress provided by the student, and provide that information to the College Progress Committee. <br><br> d. College SAS: record the outcomes of the formal review of progress and share the outcomes with Uniwide SAS, and Flinders International in the case of international students. |
| **Students** | e. Respond in writing to the Chair of the College Progress Committee by the date(s) stipulated and provide any relevant academic or personal information, including any plans to improve progress towards completion. <br><br> f. Take action in accordance with the outcome determined by the College Progress Committee. <br><br> g. If dissatisfied with the outcome of the formal review of progress, request a review in accordance with the Student Review Appeal Policy and procedures. |
| **College Progress Committee** | h. Review students' progress and make a determination in accordance 3.4.f of the Student Progress Policy. |

**flinders.edu.au**

| Dean (Education) or delegate (who may only be the Teaching Program Director or Course Coordinator) | i. Notify students of the outcome of the formal review of their progress, as determined by the College Progress Committee.<br><br>j. Report to any external regulatory or accrediting bodies the termination of a student's enrolment, as applicable. |
|---|---|

### 4.3. Re-enrolment after preclusion

| Student | a. Following the expiry of any preclusion period, apply in writing to the College Progress Committee to re-enrol in the course and include any plans to progress within the course.<br><br>b. If circumstances have substantially changed, apply in writing to the College Progress Committee to have a preclusion lifted prior to the end of the preclusion period. |
|---|---|
| Dean (Education) or delegate (who may only be the Teaching Program Director or Course Coordinator) | c. Notify students of the outcome of their application to have a preclusion lifted or to re-enrol. |
| College Progress Committee | d. Make a determination on student applications to re-enrol at the expiry of their preclusion period, including any conditions for re-enrolling if not already determined as part of the formal review of progress.<br><br>e. Make a determination on student applications to have a preclusion lifted prior to the end of a preclusion period, including stipulating any conditions for re-enrolling. |

## 5. College Progress Committees

a. Each College will have a College Progress Committee comprised of:

   i. Dean (Education) or nominee (Chair)

   ii. no less than two academic staff members from the College appointed by the College Vice-President and Executive Dean

   iii. no less than two student members from the College appointed by the College Vice-President and Executive Dean

   iv. other members, as determined by the Chair (e.g. SAS staff)

b. If a member has a conflict of interest with a particular review they must make it known to the Chair. An alternate member may be appointed if necessary to achieve quorum in accordance with 5.a.

c. The quorum of the committee is 50%, which must include the Chair and at least one other academic staff member.

## 6. Authorities

| Delegate | Authority |
|---|---|
| Director, Student Administration Services | a. Approve the templates and methodologies for formal notification and communication to students. |

**flinders.edu.au**

| Approval Authority | Deputy Vice-Chancellor (Students) |
|---|---|
| Responsible Officer | Director, Student Administrative Services |
| Approval Date | 7 December 2020 |
| Effective Date | 7 December 2020 |
| Review Date* | December 2023 |
| Last amended | Deputy Vice-Chancellor (Students), 8 April 2023 |
| CM file number | CF20/743 |

* Unless otherwise indicated, this procedure will still apply beyond the review date.

Printed versions of this document are not controlled. Please refer to the Flinders Policy Library for the latest version.

**flinders.edu.au**